

TERMS AND CONDITIONS

At Vox Karaoke Cocktail Bar, we aspire to provide an excellence service that caters to all our customer needs. In order for us to manage these services and provide a great experience for our guests, we kindly request that you take time to read through our terms and conditions below to ensure a smooth and enjoyable experience.

BOOKING INFORMATION:

Reservations can be made through our website or by contacting a member of our team via phone or email. We recommend that you book no later than 48 hours in advance to guarantee availability especially for large groups, special occasions and during weekends. For all bookings we require a £5 deposit per guest which is refundable if your booking is cancelled at least 48 hours before your booking. The deposit is non-refundable after this.

For all bookings, we operate a no split bill policy. This means that all bookings and bills are to be paid in one single transaction. This is to ensure our guests have as smooth check in and does not delay their room and their time with us. With larger groups we kindly ask the organiser to gather the amount required upon entry. If this is not possible, you should contact our venue prior to arrival to arrange the bill.

All deposits and cancellation fees will be processed by Stripe Payments UK, Ltd who act on behalf of Vox Entertainment Limited. For full details of Stripe's policy please visit <https://stripe.com/gb/privacy>.

Any cancellations must be made within 48 hours before the booking, if not all deposit will be lost that was placed at the time of the booking. As booths are allocated based on the group size, changes need to be made 48 hours prior to your booking via email or phone call. We reserve the right to charge for cancellations without prior notice which will be non-refundable.

Bookings will be held for up to 15 minutes from your reservation time. We cannot guarantee that you will have your full session in your room if you arrive after this time, especially during our peak periods. If you arrive later than this window your reservation may be subject to cancellation

and considered a no-show and may be required to wait for the next available room. In the case that you unfortunately will run late, we ask you to call us on [insert phone number] and we can attempt to accommodate you and keep your time slot. During peak periods, this will be subject to availability and we cannot guarantee late arrivals any extra time. To avoid any inconvenience or disappointment we recommend you plan ahead of time.

All members in the same party must select the same tariff or package. All remaining bar spend is non-refundable and non-transferable. If you have queries regarding bar spend and the remaining amount throughout your session please speak to a member of staff.

If you wish to extend your time at Vox Karaoke Cocktail Bar, we do offer extensions to our guests and they will be charged as the initial booking number. Please let a staff member know prior to the end of your karaoke session. and whether your whole party is still attending.

Bookings and extensions are subject to availability.

If we are fully booked we do have the option for you to be on a waitlist for that night in which you can sign up for when you go to book via the website. This way, if our venue has any cancellations or any slots open up, you will be the first to know!

Prices are subject to change without any prior notice.

Please do note that there is an optional 10% service charge added across THE ENTIRE BILL. This includes entry fees and the entire bill at the end. Entry fees and bills at the end are two separate bills.

We are a cashless venue.

VENUE INFORMATION:

At Vox Karaoke Cocktail Bar, all guests must be **strictly 18 or over.**

We operate the Challenge 25 policy. We encourage anyone 18 or over but is fortunate enough to look under 25 to carry acceptable ID to enter the venue. This includes a card bearing a PASS hologram, a driving license or a passport. We advise ALL guests to bring a valid form of ID to be checked by door staff on arrival.

For the safety of all of our guests, we operate a strict entry policy. This includes our door staff conducting bag searches. The venue does not welcome any guests carrying sharp objects, dangerous equipment into the venue. To reiterate, this is for the safety of all our guests and staff. It also allows our guests to have an enjoyable night.

Our venue does not allow guests to bring their own drinks or food into the venue. Such food or drinks will be confiscated by the door staff and returned to you when you leave the venue. We thank you for your co-operation.

At our venue we strive to create a welcoming and comfortable environment for all guests. We kindly request you adhere to our smart casual dress code when visiting our venue. This means no shorts, sportswear or beachwear.

At our venue we do not tolerate any aggressive or violent behaviour towards our staff, our security team or anyone within the premises. Any person(s) in violation of this will be removed from the premises. This will be at the discretion of the door supervisors and Vox Management.

We reserve the right to refuse entry to the venue at any time at the discretion of door supervisors and Vox Management.

Vox Karaoke Cocktail Bar is under 24 hour CCTV operation.

Smoking and drugs are strictly prohibited from the venue. We reserve the right to confiscate, charge and remove you from the premises for any smoking or drug use within all areas of the venue. This includes vaping.

We reserve the right to charge for any damages to the venue and/or equipment whether it be intentional or due to negligence. This includes any lost or stolen equipment.

Vox Entertainment Limited is not liable for any damages or loss to any goods or property.

ACCESSIBILITY:

Our venue is an accessible venue, which includes two different entrances. We ask that you make us aware of this request prior to your reservation with us. This can be noted on your reservation or by calling/emailing a member of the team. Please note, our venue does not have lift access.

ALLERGENS POLICY:

At Vox Karaoke Cocktail Bar, we take the health and wellbeing of our guests very seriously and we are committed to providing a safe and enjoyable experience for everyone. We kindly ask that if you or one of your guests have any allergens or dietary requirements, you notify us when making your reservation or when you arrive at our venue.

Information about the 14 legal allergens is available upon request and our team will do our best to accommodate your needs. We do not record any information other than these allergens and cannot guarantee that our dishes are 100% free from traces of allergens.

Our allergen matrix cannot be shared digitally in the case of any updates to our menu and ingredients so please note that our team cannot make suggestions on your order prior to your reservation with us. Your allergies can be noted on our system but our allergen matrix can only be shown upon your arrival.

We apologise if this causes any inconvenience and we encourage you to speak to a member of staff if you have any concerns or questions.

Thank you for taking the time to read through our policies and we hope you have an amazing time at our venue.